

# Rockville's Caregiving Agencies

## Keeping the Spirit of Giving Alive



**When it Matters the Most ...** Tears rolled slowly down his cheek as he explained to a City specialist that his wife was very ill with cancer. She had become so sick that he could not leave her to go to work. The electric and gas had been shut off and he was struggling to make the mortgage payment. This Rockville resident recently applied for Emergency Assistance. The specialist authorized a payment to restore utility service and, by locating funds from other community resources to assist the family, helped keep them from becoming homeless.  
— True story of a Rockville resident

### In Times of Need

Rockville's Mayor and Council believe that there should be a human services safety net for all City residents to assist in times of emergency. This special section highlights some programs supported by the City that are available to people like the man and his wife described above. For additional information call the Department of Neighborhood and Community Services at 240-314-8300 or log on to the City's Web site at [www.ci.rockville.md.us](http://www.ci.rockville.md.us).

### In Case of Emergency: REAP

Managed by Community Ministries of Rockville with staff from the City's Department of Neighborhood and Community Services, Rockville Emergency Assistance Program (REAP) assists families who have a financial crisis in housing, utilities or medical/prescription costs. Typically, families in need of REAP's services are being evicted, their utilities are shut off and/or they have sudden, unexpected, medical costs. While City funds are used to meet these immediate needs, City specialists also help families solve longer-term financial problems by providing information on budgeting, employment and other community resources.

The program originated in 1982 and has expanded considerably, as evidenced by last year's REAP assistance to 157 adults and 228 children. The City has re-

ceived an average of 133 applications annually for the past five years.

"The Rockville Emergency Assistance Program exemplifies the City's commitment to helping its citizens," said Guerdon Stuckey, Director of Neighborhood and Community Services. "Being able to provide emergency financial assistance often prevents other more serious or longer-lasting issues."

Rockville residents are particularly supportive of the program. Last year citizens donated almost \$7,000 to the REAP fund to help their neighbors, earmarking donations with their water/sewer payments. REAP is truly a community-wide effort.

Applications for REAP and donations are taken at both 32 Courthouse Square (#12 on map below) and 114 West Montgomery Avenue (#5 on map). ■



MobileMed's traveling clinic "Moby" visits Rockville's Twinbrook and Lincoln Park community centers on alternating Fridays.

### MobileMed's Unmistakable "Moby"

When a local college student arrived at MobileMed, Lisa Holmes knew it was bad.

"His condition was horrible," she said. "He had hepatitis, and he had nowhere else to go. We had to get him to an ER; he was that bad."

Twenty five years of health care experience has taught Holmes, a nurse practitioner and Clinical Director, how desperate the need is for services for low-income residents.

"My life has been dedicated to taking care of people who need one more step of care," said Holmes. "We all need extra help at some point. Everyone should have access."

The mission of MobileMed is to provide primary medical care to low-income, uninsured, working poor and homeless residents in Montgomery County. The "Mobile" in MobileMed comes in the form of a 35-foot Winnebago traveling clinic named "Moby," which serves about 15-18 patients daily at several sites in Rockville.

Moby visits the Twinbrook Community Recreation Center, 12920 Twinbrook Pkwy. (#4 on map), on the first and third Fridays of the month starting at 8:30 a.m., and the Lincoln Park Community Center, 357 Frederick Ave. (#3 on map), on the second and fourth Fridays of the month also starting at 8:30 a.m.

**"We all need extra help at some point. Everyone should have access."**

— Lisa Holmes, Clinical Director

"We had someone come in with a blood sugar level around 600 who didn't even know they had diabetes," she said. "We have people come in with breast cancer, throat cancer. People who need serious care."

Montgomery County residents are eligible for MobileMed, which operates on a sliding scale, with a minimum charge of \$10. Lab fees may cost more. However, patients who cannot pay still receive services.

Call 301-493-2400 for more information or to make an appointment. MobileMed's main office is located in Bethesda at 9309 Old Georgetown Road. ■

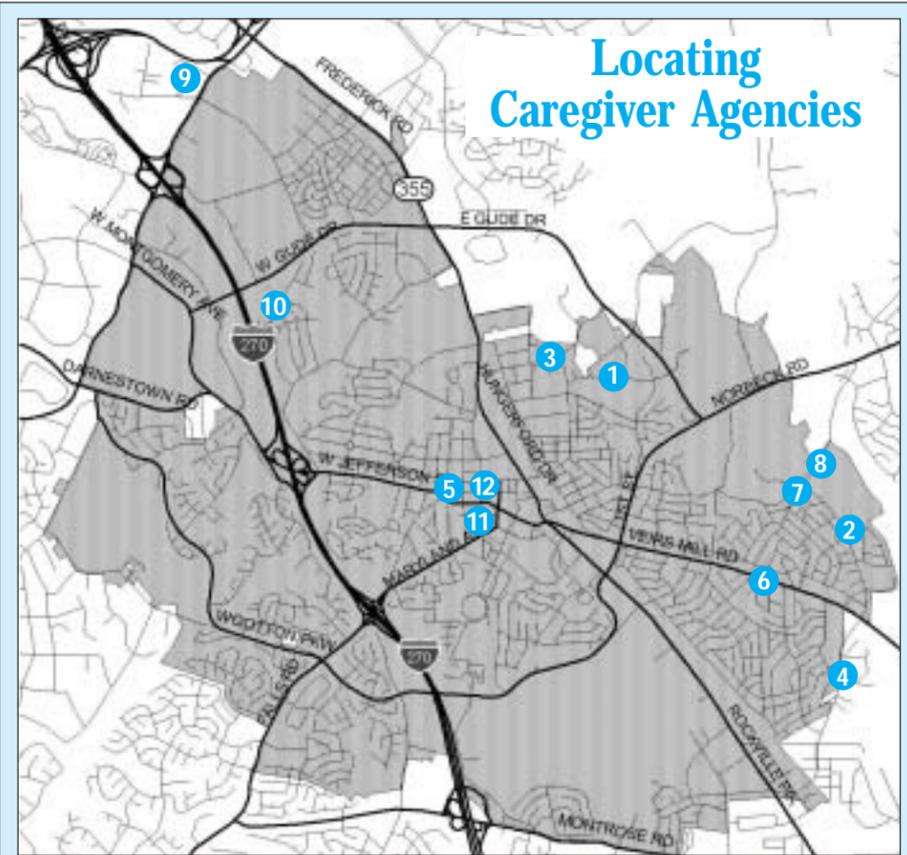
### After Treatment: Community Pharmacy/Medbank

Once low-income patients receive medical treatment, the next dilemma for those in need is filling their newly written prescriptions. Many simply cannot afford the medication that doctors prescribe.

Community Pharmacy/Medbank is a new program designed to provide access to prescription medications for people who are chronically ill, low-income and uninsured or underinsured. Medbank assists eligible patients in applying for the pharmaceutical industry's free medicine program.

Low-income City residents with no prescription coverage who don't qualify for Medicaid or Maryland's Pharmacy Assistance may be eligible.

Patients should call the Medbank office at 301-628-3422 to schedule an appointment with a Medbank representative, or their physician or clinic can fax a completed referral form to 301-608-9048. The Montgomery County Medbank Program is managed by the Primary Care Coalition of Montgomery County, Inc., located at 8757 Georgia Ave., Silver Spring. ■



- |  |  |
|--|--|
| 1. Manna Food Center ..... 614 Lofstrand Ln  | 8. Latino Outreach Classes ..... 2200 Baltimore Rd                               |
| 2. Interfaith Clothing Center ..... 751 Twinbrook Pkwy   | 9. Chinese Culture and Community Service Center ..... 16039 Comprint Circle      |
| 3. Mobile Med/Moby ..... 357 Frederick Ave   | 10. Chinese Culture and Community Service Center Classes ..... 1150 Carnation Dr |
| 4. Mobile Med/Moby ..... 12920 Twinbrook Pkwy  | 11. City Hall ..... 111 Maryland Ave   |
| 5. Community Ministries of Rockville and Community Ministry of Montgomery Co. .... 114 W. Montgomery Ave | 12. Dept. of Neighborhood and Community Services ..... 32 Courthouse Square      |
| 6. Latino Outreach Classes ..... 1605 Veirs Mill Rd  |  |
| 7. Latino Outreach Classes ..... 1001 Twinbrook Pkwy   |  |

### CCACC Seeks to Bridge the Gap

The Chinese Culture and Community Service Center (CCACC), a non-profit organization established in 1982, operates using membership fees from its 1,300 members and an all-volunteer staff.

A new partner to the City of Rockville, the CCACC provides many activities and services for Montgomery County residents and seeks to promote understanding and appreciation of Chinese and Asian culture.

The 2000 U.S. Census showed that the Asian population in Rockville rose to 14.8 percent, up from 9.8 percent in 1990.

One special CCACC activity that assists Asian American residents, which is supported by the City of Rockville, is the English Literacy Program. One class location is at the Rockville Senior Center. This program has three levels of English instruction: English Instruction on Naturalization; English Instruction with Civic Education; and Intensive English Pronunciation Instruction.

The Chinese Culture and Community Services Center is located at 16039 Comprint Circle (#9 on map). The phone number is 240-631-1200. ■

For safety and security reasons, not all addresses are included on the Page 1 map for the following agencies. If you would like more information, contact the number listed with each of the organizations.

## Help for the Homeless

### Chase Partnership House

- 36-bed shelter for homeless men who are recovering from drug and alcohol abuse and who may have a chronic mental illness.
- Services include: hygiene/laundry facilities, a structured evening program, a computer lab, recreational activities, case management and coordination of services.
- **Contact person:** John Hopes  
**Phone:** 301-762-8682 (ext. 344)  
**United Way designation:** #8420

### Dorothy Day Place

- 24-hour, seven-day a week, year-round transitional shelter for homeless women. Provides beds, three meals a day, laundry, showers and telephone.
- Approximately 45 shelter residents receive on-site case management, substance abuse counseling, housing and job counseling, money management assistance, regular on-site medical care, legal services and expressive therapy activities.
- **Contact person:** Nola Dixon  
**Phone:** 301-762-8314  
**United Way designation:** #8054

### Helping Hands Center

- Provides emergency shelter to approximately 140 homeless women and young children 24 hours a day throughout the year.
- Services include: case management, three meals a day, private bedrooms, laundry facilities, workshops on money management, parenting, job searching and preparation. Provides referrals for housing programs and assistance with first month's rent through a grant program.
- **Contact people:** Ann L. Chapman or Tammy Holland  
**Phone:** 301-340-2796

### Hope Housing

- A new program, Hope Housing opened July 1.
- Three Rockville sites provide permanent housing services to 15 formerly homeless men and women with physical and/or mental disabilities.
- **Contact person:** Darrell Butler  
**Phone:** 301-762-8682 (ext. 352)  
**United Way designation:** #8420

### Horizon House

- Five houses provide case management and support to women with physical and/or mental disabilities who have fixed or very low incomes. Program goal is to move residents into more independent housing within two years.
- Services include a case manager who supervises and trains in the areas of individual program goals, life skills and house meetings. Residents pay a small monthly fee and contribute to household chores.
- **Contact person:** Priscilla Fox-Morrill  
**Phone:** 301-770-2413  
**United Way designation:** #8230

### Jefferson House

- Provides permanent housing to formerly homeless men who have completed a formal addiction treatment program. Supports their efforts to maintain sobriety and employment.
- Offers five men personal living quarters, support services, social and recreational activities.
- **Contact person:** Rhonda Hamlin  
**Phone:** 301-762-8682 (ext. 215)  
**United Way designation:** #8420

### Men's Emergency Shelter

- Provides a safe place throughout the year to vulnerable men awaiting placement in another community shelter or for those not eligible for other shelters.
- Offers a warm, safe environment, shower and toilet facilities, laundry, hot beverages, snacks and a bed.
- **Contact person:** Sharan London  
**Phone:** 301-217-0314

### Montgomery Avenue Women's Center

- Daytime program for homeless women.
- Helps homeless women find jobs and assists with computer training, relocation assistance and prescription costs.
- **Contact person:** Norma Fagan  
**Phone:** 301-762-2288

### Rainbow Place Shelter

- Overnight winter emergency shelter is in its 21st season of caring for women who have no other safe place to spend the night.
- Works to develop trust as the first step in helping homeless women obtain case management and the opportunity to move into transitional shelters.
- **Contact person:** Marnie Lehr  
**Phone:** 301-762-3363

### Sophia House

- 30-bed emergency shelter for vulnerable homeless women who suffer from mental illness and/or drug and alcohol addiction.
- Provides safe, year-round housing, laundry facilities, daily meals and case management services seven days a week from 6 p.m. to 8 a.m.
- **Contact person:** Mary Holst  
**Phone:** 301-762-8682 (ext. 345)  
**United Way designation:** #8420

### Stepping Stones Shelter

- Provides safe emergency shelter, food, clothing, case management and supportive services to approximately 152 homeless parents and children each year.
- Services include: individual budget and financial counseling, employment and job workshops, computer training, domestic violence education, parenting classes and health education.
- **Contact person:** Tina McKendree  
**Phone:** 301-251-0567



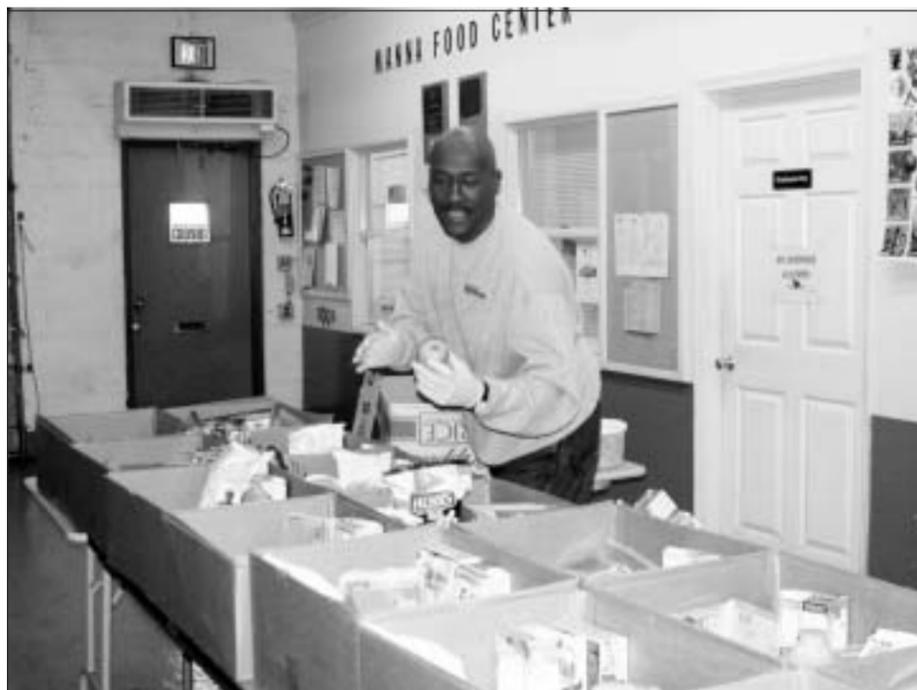
# Community Service Great Places to Donate Your Time



English classes are offered at the Rockville Senior Center through the Chinese Culture and Community Service Center.



Volunteer Jean Brewer organizes items in the children's section of the Interfaith Clothing Center.



At the Manna Food Center, volunteer Ricky Dyson packages emergency food boxes that can feed a family of four for approximately three days.

# Services in Rockville

## Talent, Money, and Keep it Local!



Volunteers gathered on a Saturday morning in October to prepare the Rainbow Place Shelter for women for its winter opening.



Volunteers James Towles (left) and Howard Brasted hang men's shirts for display at the Interfaith Clothing Center.



Volunteers Richard Leonard (left) and John McAuliffe prepare the food shelves at the Manna Food Center for the busy holiday season.

### Food and Clothing

#### Interfaith Clothing Center

- Distributes donated clothes, housewares, school supplies, infant items, toys and children's books to low-income Montgomery County residents. Monday, Wednesday, Saturday, 9 a.m. - 2 p.m.
- The ICC's work is accomplished by hundreds of volunteers who annually provide more than 10,000 hours of service sorting, sizing, cleaning, displaying and distributing clothing and other goods. ICC also relies on thousands of donors for clothing and housewares.
- **Contact person:** Teresa Castro  
**Phone:** 301-424-3796  
**United Way designation:** #8230

#### Manna Food Center, Inc.

- Distributes food to Rockville residents in need of emergency help and to Rockville shelters, pantries and the Lincoln Park Community Center.
- Provides each household with a box of staples and perishables to feed a family of four for three days.
- **Contact person:** Tom Lawrey  
**Phone:** 301-424-1130  
**United Way designation:** #8846

### Youth and Family Services

#### Friends in Action

- Bilingual program that recruits, trains and supports teams of volunteers who commit to working with low-income families and foster youth for at least one year.
- Volunteer teams tutor children, teach adults budgeting skills, help parents obtain child care so they can work and generally provide a "helping hand."
- **Contact person:** Monica Barberis-Young  
**Phone:** 301-762-8682 (ext. 113)  
**United Way designation:** #8230

### Health-Related Programs

#### Healthy Families Montgomery

- Provides intensive home visiting services to prevent child abuse.
- Links families to community resources and provides role modeling and parenting education related to child development, health and safety.
- **Contact person:** Cindy Samples  
**Phone:** 301-840-3231  
**United Way designation:** #8098

#### Elderly and Disabilities Ministries

- Provides certified aides who help the elderly with cleaning, laundry and personal care through its *Home Care Program*.
- Offers free repair, maintenance and modifications to the homes of seniors and disabled persons through the *Safe & Habitable Home Project*.

- **Contact person:** Sylvia George  
**Phone:** 301-762-8682 (ext. 116) or 301-315-1096  
**United Way designation:** #8420

#### Mobile Medical Care

- Brings primary health care to low-income, uninsured and working poor residents at five area clinics. Mobile van ("Moby") sites in Rockville include the Lincoln Park and Twinbrook Community Centers.
- **Contact person:** Bob Spector  
**Phone:** 301-493-2400  
**United Way designation:** #8157

#### Primary Care Coalition: Community Pharmacy/Medbank Program

- Provides free or discounted medicines to low-income residents.
- **Contact person:** Maria Triantis  
**Phone:** 301-628-3420  
**United Way designation:** #8325

### Cultural Diversity

#### Latino Outreach Program

- Provides English and Spanish literacy to Hispanic adults and citizenship classes for adults of all nationalities. Also provides information on health and employment issues, including health and job fairs.
- While parents attend classes, pre-school and school-aged children participate in enrichment classes staffed with bilingual instructors. Childcare is provided for children under age 2.
- **Contact person:** Cecilia Rojas  
**Phone:** 301-762-8682 (ext. 115)  
**United Way designation:** #8420

#### Chinese Culture & Community Service Center

- Provides English literacy instruction to newly immigrated Chinese adults
- Three levels of classes include instruction on naturalization, citizenship and intensive pronunciation for elderly immigrants who rarely have the opportunity to speak English in their daily lives.
- **Contact person:** George Yu or Cheung Ling  
**Phone:** 240-631-1200  
**United Way designation:** #8811

### Emergency Funds

#### Rockville Emergency Assistance Program (REAP)

- Provides financial assistance to residents faced with an emergency with shelter, utilities, medical conditions or job-related transportation.
- To be eligible for assistance, persons must have resided within the corporate city limits of Rockville for at least six months and provide documentation of their emergency.
- **Contact person:** Michelle Beadle  
**Phone:** 301-762-8682 (ext. 106)  
**United Way designation:** #8420

#### Rockville FISH/Help

- Friendly, Immediate, Sympathetic Help (FISH) is an all-volunteer organization serving residents of the City of Rockville.
- Provides emergency financial assistance with prescriptions, housing, utilities and food.
- **Contact person:** Nell Hubbard  
**Phone:** 301-564-0800

# A City's Unsung Heroes

The Rockville Caregiver Agencies could not exist without the caring and commitment of hundreds of volunteers. For the first time, Rockville Reports is highlighting the efforts of special individuals who have given unselfishly of themselves to make Rockville a better place. Of the many nominations received, the City's Human Services Advisory Commission chose these volunteers for their superior level of commitment to Rockville residents.

**SAM AND ANN CHAPMAN:** For the past 17 years, the Chapmans have dedicated themselves to Helping Hands Shelter and Little Friends Day Care. Ann, a retired government executive, has worked selflessly, giving more than 40 hours per week to these ministries. Sam, her husband, typically provides the physical support. Helping Hands Shelter, of which Ann is the volunteer director, has served 171 homeless women and children in the past year alone. This includes 6,400 meals and an array of services to help mothers begin the process of self-sufficiency for themselves and their children. Their thoughts: "At the end of the day, if we can think about one thing we've done for another human being, we know it is not a wasted day. We wouldn't be satisfied if we weren't helping someone."



**SUSAN CORONEOS:** Six years ago Susan founded a Thanksgiving project called the Basket Brigade, Inc. Both Susan and her husband, Tas, wanted to provide a community service to needy families with members of their community. Susan organizes teams of volunteers and guides the purchasing and packaging of fresh turkeys and trimmings during the Thanksgiving season. Susan and her neighbors assemble up to 50 baskets — right in the Coroneos's garage — then deliver the baskets. Susan, a mother of six, also runs a home-based family business. Her thoughts: "My volunteer work is important to me because giving back to the community is both essential and gratifying."



**NORMA FAGAN:** Twenty years ago while working as the Director of Outreach and Children's Ministries for Rockville United Methodist Church, Norma saw the need for a day shelter for homeless women — so Norma founded what is now Montgomery Avenue Women's Center. In the intervening years, she has been a tenacious advocate for homeless women, working tirelessly to find new locations for the shelter and to secure long-term funding. The current Montgomery Avenue Women's Center was incorporated in July 1998, and Norma serves as President of the Board of Directors and Executive Director. She is always willing to do whatever it takes — from testifying to writing grants to grocery shopping. Her thoughts: "Deinstitutionalization took place. I was working at the church and there started to be homeless women across the street (at a shelter). They started to be around in the day. We needed to find a place for them. Those of us who volunteered were all women. Women taking care of women."



**ELIZABETH HILL:** A volunteer at the Interfaith Clothing Center (ICC) since 1974, Liz sorts, sizes and displays women's clothing two days a week — so regularly, her husband calls the ICC "Liz's second home." Over the years, Liz has been involved in literally every aspect of the program — registering clients, assisting donors, organizing housewares and sorting shoes. Donors and clients associate the ICC with Liz because of her longtime, hands-on interaction with the organization. Through her caring, she has assisted thousands of neighbors, and positively affected even more. Her thoughts: "My volunteer work is important to me because I enjoy helping people."



**NELL HUBBARD:** Since the early 1970s, Nell has volunteered for Rockville FISH and Manna Food Center. As a member of FISH, Nell has made food deliveries and transported people to doctors' appointments. She and her husband help maintain the FISH food storeroom, where Nell serves as a co-chair. Nell also is one of the founders of Manna, where she has been on the Board of Directors since its incorporation. Nell was Board President from 1985-1987, and since 1985, she has helped in Manna's office. Currently she is Secretary of the Board of Directors. Her thoughts: "I have always marveled at the fact that there is a group of men and women that want to help. It's amazing how well FISH works."



**FRED WELLS:** The Carnation Supper Club program, a weekly evening meal at Rockville's Senior Center for about 100 of Rockville's seniors, began in 1982 and has continued without interruption. Following dinner, entertainment is available, thanks to Fred, the volunteer coordinator. He handles all the programming for the event by researching and identifying talent, scheduling performances, introducing the performer(s) and following up with thank you notes. The program would not have been this successful without Fred's dedication. His thoughts: "My volunteer work is important to me for a number of reasons, but especially because there are many single people at the Senior Center who enjoy getting out and would not otherwise have the opportunity."



**JACOB WOLFSHEIMER:** This Brandeis University senior volunteered for the City's Department of Neighborhood and Community Services last summer. A 1999 graduate of Winston Churchill High School and Youth Leadership Montgomery, Jacob volunteered all four years for the Gudelsky Swim Program for the Disabled. He also served as a volunteer "lawyer" with Montgomery County's Teen Court Program, to which he returns during school breaks. Last year he became co-coordinator for the Boston-area chapter of Taking ITGlobal, an international organization designed to inspire, inform and involve youth. His thoughts: "My volunteer work is important to me because it allows me to use the resources I have to create change. It reflects who I am and who I aspire to be."



# Old Fashioned Data Collection for the HSAC

The Human Services Advisory Commission (HSAC) listens to Rockville's citizens. From handing out surveys at City-sponsored functions such as the Spirit of Rockville, to listening to personal stories, the HSAC values outside opinions.

But HSAC member David L'Heureux is the first to admit that there is one tried and true method to address the concerns of the people.

"While surveys and studies are important tools in fulfilling our mission, commission members rely heavily on input from residents who feel their basic needs are not being adequately met," L'Heureux said.

The HSAC was established as a task force to study and analyze whether the City of Rockville is meeting the basic human needs of its residents. In 1997, the group was formally established as the Human Services Advisory Commission. Since then, the group has consistently worked to improve the accessibility of programs and services that the City offers.

"Access to these services by residents who need them is always an important consideration," L'Heureux said. "It serves no useful purpose to have a service available, with no means of getting to it."

One way that the commission has worked to ensure that Rockville services are publicized was through the design of a comprehensive brochure, which is available in three languages. The publication of the brochure in English, Spanish and Chinese ensures that more Rockville residents are aware of City services, especially since Rockville's population has become richer in cultural diversity over the past decade.

Also, this Caregivers Insert is a result of the HSAC's efforts.

The commission will continue to examine the needs of Rockville residents through surveys, studies, site visits and data analysis for the provision of City services, but as L'Heureux said, the most important information comes from the residents.

For example, HSAC has cosponsored a Children's Forum to host many guest speakers knowledgeable in different areas of human services. The group also participates in site visits made to caregiver agencies that receive funding from the City. Their concern about fostering diversity led to the City's funding of English language and citizenship classes through the CCACC and Latino Outreach.

For more information, contact the commission through the City's Department of Neighborhood and Community Services, (#12 on map) at 240-314-8300. ■

## The Best Way to Help: Be Yourself

There are many ways private businesses and groups contribute to Rockville-area caregivers. However, some of the most active contributors have simple advice for those who want to help, but become overwhelmed.

"This time of year, people try to organize their employees to do something like spend a day working at a soup kitchen, and we know those type of things are needed and important," said Tina Martin, co-owner of the Bethesda-based Martin-Schaffer, Inc., advertising and public relations firm. "But we find it is much more effective to do what you do best throughout the year and donate that to an organization that can use your talents."

In the case of Martin-Schaffer, Martin and co-owner Mita Schaffer donate staff and resources to create advertising and marketing for the MobileMed unit (Moby) that services those in Rockville without health insurance.

Another organization that helps by donating its best-known services to Rockville residents is Suburban Hospital in Bethesda. Suburban provides diagnostic and hospital services for Moby patients. In Fiscal Year 2002, Suburban provided \$517,000 in donated services.

"With many services that provide free medical care, there is no follow-up for the patients, so we provide that follow-up for Moby patients," said Monique Ware, Suburban's liaison to Moby. "But this helps us as well. These are patients who might otherwise be filling urgent care and emergency rooms. By providing our service in this way, it helps keep those rooms less busy. It really is a win-win situation for everyone."

Bob Spector, the Executive Director for Moby, said creative contributions can be replicated by other businesses looking to help in their community. He said groups should identify caregiver organizations they would like to help and then determine how the nature of their business might be applied.

"Take how Martin-Schaffer has helped us," said Spector. "They lend professional services that we would not be able to do at all, or we likely would do sloppily because we do not have their talent or expertise. And if we paid for it ourselves, then it would mean taking money away that would provide services for people who need it. I constantly tell them to let me know when we are asking for too much of them, and so far, they haven't asked us to stop." ■

## Want to Help?

Check out the recently updated 2002 edition of the City of Rockville's *Volunteer Opportunities With Rockville Caregiver Agencies* for interesting ideas on where to donate your time. A new addition to the directory is a listing of Pro Bono Services needed

by local nonprofits. Printing services, business consulting, graphic art and tax preparation are examples. If you are a businessperson with a few hours to spare, you too can find a way to make a difference in your community. Call 240-314-8300 to receive a copy. ■